



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

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October 3, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Citizens Telephone Company, Inc.
Study Area Code 220355**

Dear Ms. Dortch:

On behalf of Citizens Telephone Company, Inc. "Citizens", JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ Citizens seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	220355
<015> Study Area Name	CITIZENS TEL CO - GA
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Clint Ledger
<035> Contact Telephone Number: Number of the person identified in data line <030>	229-874-4145
<039> Contact Email Address: Email of the person identified in data line <030>	cd1077@citizensdsl.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	(check box when complete)	(check box when complete)
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed 0.0		
<420> Mobile		
<430> Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed		
<450> Mobile		
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 220355GA510 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 220355GA610 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110> (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cdl077@citizensdsl.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cdl077@citizensdsl.com

[illegible]

<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cd1077@citizensdsl.com

10/03/2013

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cd1077@citizensdsl.com
<810>	Reporting Carrier	Citizens Tel Co - GA
<811>	Holding Company	
<812>	Operating Company	Citizens Tel Co - GA

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cd1077@citizensdsl.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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<010>	Study Area Code	220355
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<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cdl077@citizensdsl.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cd1077@citizensdsl.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	220355GA1210
		Name of attached document (.pdf)

<1220>	Link to Public Website	HTTP
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“Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220355
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<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cd1077@citizensdsl.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

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Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cd1077@citizensdal.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

<p>(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p>	<p>Name of Attached Document Listing Required Information</p>	<input type="checkbox"/>
<p>(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} (3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (3014) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>	<p>Name of Attached Document Listing Required Information</p>	<input checked="" type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
<p>(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation (3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, (3023) Underlying information subjected to a review by an independent certified public accountant (3024) Underlying information subjected to an officer certification. (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>	<p>Name of Attached Document Listing Required Information</p>	<input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>(3026) Attach the worksheet listing required information</p>	<p>Name of Attached Document Listing Required Information</p>	<p>220355GA3026</p>

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220355
<015>	Study Area Name	CITIZENS TEL CO - GA
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035>	Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039>	Contact Email Address - Email Address of person identified in data line <030>	cdl077@citizensdsl.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	220355
<015> Study Area Name	CITIZENS TEL CO - GA
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Clint Ledger
<035> Contact Telephone Number - Number of person identified in data line <030>	229-874-4145
<039> Contact Email Address - Email Address of person identified in data line <030>	cdl077@citizensdsl.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	CITIZENS TEL CO - GA
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/03/2013
Printed name of Authorized Officer:	Stuart Ledger
Title or position of Authorized Officer:	General Manager
Telephone number of Authorized Officer:	229-874-4145
Study Area Code of Reporting Carrier:	220355 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	CITIZENS TEL CO - GA
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/03/2013
Printed name of Authorized Agent or Employee of Agent:	Bob Ragsdale
Title or position of Authorized Agent or Employee of Agent:	Manager - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	220355 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(800) Operating Companies

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220355
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cdl077@citizensdsl.com
<810>	Reporting Carrier	Citizens Tel Co - GA
<811>	Holding Company	
<812>	Operating Company	Citizens Tel Co - GA

[illegible]

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Citizens Telephone Company, Inc. (“Citizens”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Citizens is subject to consumer protection obligations under Georgia state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Rules of the Georgia Public Service Commission which discloses rates, and terms and conditions of service to customers (Chapter 515-12-1-.02(5)(a) and .04(5) of the Rules of the Georgia Public Service Commission); (2) adherence to state consumer protection requirements governing telephone providers which require Service Standards (Chapter 515-12-1-.17 and .18 of the Rules of the Georgia Public Service Commission); Customer Billing (Chapter 515-

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

12-1-.04(4) of the Rules of the Georgia Public Service; and Customer Complaints (Chapter 515-12-1-.08 of the Rules of the Georgia Public Service Commission); (3) truth-in-billing requirements (Chapter 515-12-1-.04(4) of the Rules of the Georgia Public Service Commission); and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Citizens Telephone Company, Inc. (“Citizens”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. §54.202(a)(2)¹ and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Citizens’ network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by 47 C.F.R. §54.202(a)(2) and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Citizens can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Citizens to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Citizens has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section B
Original Sheet 16**GENERAL REGULATION****B.2. Applications For Telephone Service****A. General**

The Telephone Company reserves the right to refuse service to applicants who are indebted to the Telephone Company for service previously rendered, until the indebtedness is satisfied.

Applications for service become contracts when accepted by the Telephone Company, or upon the establishment of service. The terms and conditions of such contracts are supplemented by, and subject to, the General Subscriber Service Tariff for the particular exchange from which service is to be furnished. Any changes in rates, rules or regulations, authorized by the legally constituted authorities, shall act as a modification of the contract to that extent, without further notice. Application for phone service must be made on the company's prescribed contract or application form.

The original application and contract will not be considered to be terminated if the customer moves from one location to another (outside move) within the same exchange area.

B.2.1 Failure to Observe Rules and Regulations

The rules and regulations specified herein are in addition to those contained in the Tariff sheets that form a part of this General Subscriber Services Tariff of the Telephone Company. Failure on the part of the subscribers to observe these rules and regulations, after due notice of such failure, automatically gives the Telephone Company the privilege to discontinue the furnishing of service.

- B.2.1.1.** The official code of Georgia Annotated, Section 45-5-25 (N) specifies that: It shall be unlawful for any person to initiate the transmission of, employ or direct another person to initiate the transmission of, or contract for the initiation of the transmission of an unsolicited facsimile message for the commercial purpose of advertising or offering the sale, lease, rental, or gift of any goods, services, or real, or personal property. This shall not apply where the recipient has consented to the receipt of one or more telefacsimile message or where there exists a prior contractual or business relationship between the recipient and the initiator or the initiator's principal. This exception shall not apply where the recipient has notified the initiator or the initiator's principal that the recipient does not wish to receive further telefacsimile messages from the initiator or the initiator's principal.

ISSUED: _____**EFFECTIVE:** SEP. 5 1990**BY: MR. TOMMY C. SMITH, PRESIDENT**

GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section E
Original Sheet 19**GENERAL REGULATIONS****B.3. Application of Rates for Business and Residence Service (Cont'd)****B.3.2 Business Rates Apply at the Following Locations: (Cont'd)**

- E. At residence locations when an access position is located in a shop, office or other place of business.
- F. In any location where the listing of service at that location indicates a business, trade or profession, except as specified under paragraph B.3.3 below.

B.3.3 Residence Rates Apply at the Following Locations:

- A. In private residences where business listings are not provided.
- B. In places of a combined business and residence nature provided separate service is installed for business purposes and is charged for at business rates; and, provided further, that the residence service is installed in that part of the premises used primarily for residential purposes.
- C. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for boarders or which furnish meals to less than ten boarders, provided business listings are not furnished.
- D. In the place of residence of a clergyman, physician, nurse, dentist, veterinary, surgeon or other medical or professional practitioner, provided the customer does not maintain an office in his residence.

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By: Mr. Tommy C. Smith, President

Citizens Telephone Company, Inc.

Section B
Original Sheet 20

GENERAL REGULATIONS

B.4. Establishment and Maintenance of Credit

B.4.1. Establishment of Credit

A. The Telephone Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Telephone Company obligated to continue to furnish service to any individual or firm whose credit is, or becomes, in the opinion of the Telephone Company, doubtful. In order to insure the payment of all charges due from its services, the Telephone Company may require a customer to establish and maintain his credit in one of the following ways:

1. By furnishing references suitable to the Telephone Company.
2. By providing a suitable guarantee in writing, in form prescribed by the Telephone Company.
3. By means of a cash deposit.

B.4.2. Advance Payments

- A. Applicants for telephone service may be required to pay, in advance, the service connection charges as prescribed and specified in Section D of this Tariff.
- B. Applicants for telephone service may also be required to make an advance payment equal to the first month's charges for exchange service, facilities, mileage, listings and joint user service.
- C. In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service, the furnishing of which involves an unusual installation expense, may, if it is deemed necessary by the Telephone Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.

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GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section E
Original Sheet 21**GENERAL REGULATIONS****B.4. Establishment and Maintenance of Credit (Cont'd)****B.4.2 Advance Payments (Cont'd)**

- D. The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of the excess is either returned to the customer or credited to his account.

B.4.3 Deposits

- A. Applicants for service, unable to establish a satisfactory credit rating with the Telephone Company, or existing customers whose credit ratings have become impaired, may be required to make a suitable cash deposit to be held as security for the payment of bills for telephone service. The amount of such deposit shall not, however, exceed the estimated amount of charges for exchange and telephone toll service which it is estimated will accrue over a normal billing period plus 45 days. The Telephone Company may require the customer to increase the amount of the deposit at any time, if, in its opinion, the charges billed against the customer are found to warrant such an increase. When service is terminated, any balance of the amount deposited, plus accrued interest, remaining after the deduction of all sums due the Telephone Company.
- B. All deposits held by the Telephone Company for a period of 3 months or more will bear simple interest at the rate of 7% per annum, payable:
1. On demand of the depositor at any time but not more often than once a year.
 2. At the end of each 5 year period if demand for payment of interest or discontinuance of service has not been previously made.

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GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section E
Original Sheet 22**GENERAL REGULATIONS****B.4 Establishment and Maintenance of Credit (Cont'd)****B.4.3. Deposits (Cont'd)**

- C. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Telephone Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Telephone Company providing for the discontinuance of service for nonpayment of any sums due the Telephone Company for services rendered. The Telephone Company may discontinue service to any customer failing to pay current bills without regard to the fact that such customer has made a deposit with the Telephone Company to secure payment of such bills or has furnished the Telephone Company with a guarantee in writing of such bills.
- D. Service may be discontinued for failure to establish credit, as authorized above, within 5 days after the Telephone Company has served notice requiring the customer to do so.
- E. **Administrative Charge**
An administrative charge of \$10.00 plus any other charges assessed to the Company by the financial institution will be applied to each insufficient funds check received. Telephone service will be subject to discontinuance as specified in Section B.2.1.

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GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section E
Original Sheet 26**GENERAL REGULATIONS****B.7. Transfers of Service (Change of Name)****B.7.1 Application of Charges**

- A. Service previously furnished one customer may be assumed by a new customer upon due notice of cancellation or in case of abandonment, provided there be no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:
1. If the new customer fully understands the regulations governing the service and status of the account and willingly assumes all obligations thereunder, a new service application is made and bills are rendered to him without an adjustment to or from any particular date, the name only being changed on the bill.
 2. If the new customer does not wish to assume payment of the old account a new service application is made by him and an adjustment in billing is made to and from the date the transfer is effective.
- B. Under either method of transfer the reassignment of the telephone number to the service of the new party is arranged for only after the former customer has given his consent to its use, and then only when, in the judgment of the Telephone Company, there exists no relationship, business or otherwise, between the old and a new customer, and when in the judgment of the Telephone Company a change in the telephone number is not required.
- C. When in the judgment of the Telephone Company, there does exist a relationship, business or otherwise, between the old and new customer, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Telephone Company a change in the telephone number is not required.

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Citizens Telephone Company, Inc.

Section E
Original Sheet 27

GENERAL REGULATIONS

B.7. Transfers of Service (Change of Name) (Cont'd)

B.7.1. Application of charges (Cont'd)

- D. The charges applicable for transfers of service as indicated above are the same as the establishment of exchange service.

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Citizens Telephone Company, Inc.

Section B
Original Sheet 28

GENERAL REGULATIONS

B.8. Termination of Service

B.8.1 General

- A. Telephone service is furnished to customers under the regulations prescribed in the General Subscriber Service s Tariff. Violation of any such regulations on the part of the customer may be regarded by the Telephone Company as sufficient cause for the termination of the customer's contract. Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purpose of rate administration each month is considered to have 30 days. The Company may require a contract period longer than one month at the same location in connection with special facilities or for unusual construction necessary to meet specific demands for service.
- B. Where contracts are terminated on the initiative of the Telephone Company because of violation of its rules and regulations by the customer, the regulations as given below for termination of service at the customer's request apply.

B.8.2 Termination of Contracts

- A. Contracts taken for a period of one month may be terminated prior to the initial contract period, upon reasonable notice from the customer and payment of all charges due for the balance of the initial month.
- B. Contracts may be terminated any time after the expiration of the initial contract period, upon reasonable notice to the Telephone Company, and upon payment of all charges due for service which has been rendered to the date of termination of the contract.

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GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section M
2nd Revised Sheet 35
Cancels 1st Revised Sheet 35

LOCAL EXCHANGE SERVICE

A. LOW-INCOME PROGRAM

(C)

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

1. Lifeline Assistance

a. General

Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.

b. Regulations

Subscribers are eligible for Lifeline Assistance if:

- 1) The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
- 2) The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;

Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;

Supplemental Security Income (SSI);

Federal Public Housing Assistance;

Low-Income Home Energy Assistance Program (LIHEAP);

National School Lunch Program's free lunch program;

Temporary Assistance for Needy Families (TANF);

Low Income Senior Citizens discount plan offered by a local gas or power company

- 3) Other eligibility requirements may be established by the Commission.

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section M
1st Revised Sheet 36
Cancels Original Sheet 36

LOCAL EXCHANGE SERVICE

A. LOW-INCOME PROGRAM (Cont'd)

(C)

1. Lifeline Assistance (Cont'd)

b. Regulations (Cont'd)

- 4) Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (B)(1) through (B)(3), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
- 5) A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
- 6) Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in Georgia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.
- 7) The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.

Section M
2nd Revised Sheet 37
Cancels 1st Revised Sheet 37

LOCAL EXCHANGE SERVICE

A. LOW-INCOME PROGRAM (Cont'd)

(C)

1. Lifeline Assistance (Cont'd)

- c. Effective August 1, 2012, the Lifeline credit available to an eligible customer in Georgia is equal to the total of federal support as established by the Federal Communications Commission. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.
- d. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
- e. To be eligible for Lifeline Assistance, qualifying customers must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.
- f. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

- 2. All aspects of the Lifeline Assistance program shall be subject to the interpretation of applicable Federal regulations and any directives which may from time to time be prescribed by the Universal Service Administrative Company. These rules are separate and apart from any rules prescribed as part of a state Universal Service program.

(C)

GENERAL SUBSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.
General Services Tariff

Section C
Ninth Revised Sheet 2
Cancels Eighth Revised Sheet 2

LOCAL EXCHANGE SERVICE**C.2 Local Monthly Exchange Service Rates (Continued)**

b. As noted above for the respective exchanges the following Monthly rates apply:

Leslie and Plains

	Business	Residence	
Rate Components	One Party	One Party	Four (Flat) Party
Network Access Charge (Tel-Touch Dial)	\$24.50	\$19.20 (I)	N/A

Lake Blackshear and Vienna

	Business	Residence	
Rate Components	One Party	One Party	Four (Flat) Party
Network Access Charge	\$33.45	\$20.13	\$19.20 (I)

c. Optional Rate Plans for Vienna and Lake Blackshear:

The rates listed below are available only to active Vienna and Lake Blackshear customers of record December 6, 1996, and who make proper written notification to the company on or before January 6, 1997, and who agree to return to traditional long distance toll rates from their lines to the Cordele exchange.

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GENERAL SUNSCRIBER SERVICES TARIFF

Citizens Telephone Company, Inc.
General Services Tariff

Section C
Sixth Revised Sheet 2.1
Cancels Fifth Revised Sheet 2.1

LOCAL EXCHANGE SERVICE**C.2 Local Monthly Exchange Service Rates (Continued)**

- c. (Continued) Lines subscribed to the rates in C.2.c are NOT transferable to any other customer. All residential and one party business lines at any location must elect the same rate plane. Customers who subscribe to the rates in this section (C.2.c) may at any time switch back to the rates and calling area described in C.2.b; however, any customer who switches from the rates in C.2.c will NOT be allowed to return to the rates in C.2.c. all long distance calls to the Cordele exchange under C.2.c shall be jointly provided by BellSouth and Citizens Telephone Company under the terms and conditions of BellSouth's toll tariff and Citizens access tariff. Toll calls to the Cordele exchange under this section are exempt from Intralata presubscription pursuant to agreement between and Citizens and Bellsouth.

Rates applicable under Section C.2.c only:

Lake Blackshear and Vienna

Rate Components	Business	Residence	
	One Party	One Party	Four (Flat) Party
Network Access Charge	\$24.65	\$19.20 (I)	\$19.20 (I)

- d. Maps which indicate and define the exchange and base rate area limits of the respective exchanges are filed with the Georgia Public Service Commission as part of the Certificate of Public Convenience and Necessity granted by the Georgia Public Service Commission and are made a part hereof by reference.

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By: Tommy C. Smith, President

REDACTED – FOR PUBLIC INSPECTION

CITIZENS TELEPHONE COMPANY, INC. (SAC 220335)

ATTACHMENT - LINE 3026

ATTACHMENT REDACTED IN ENTIRETY